

# Policies and Procedures

## Transfer / Withdrawal / Refund

- A written request is required for all Transfers / Withdrawals / Refunds. Requests must be submitted in person, fax or by e-mail.
- All Transfers / Withdrawals / Refunds will be assessed a \$6 processing fee for each class.
- Withdrawal / Refund requests must be made no less than 14 calendar days before the first day of class, including weekends and holidays.
- Withdrawals / Refunds requested less than 14 calendar days before the first day of class, including weekends and holidays, will not be honored.
- Requests for Transfers, if space is available, must be made no less than 7 calendar days before the first day of both classes, including weekends and holidays. Participants are responsible for any additional fees.

## Birth Date/Age

To register, all participants must provide their date of birth and be the required minimum age by the first day of class. Proof of age may be required.

## Behavior Violation

Participants receiving 3 behavior violations will be removed from the specific program. A partial class refund may be granted at the discretion of the program supervisor.

## Late Pick-up

Parents/guardians arriving late to pick up their child from any recreation program will be assessed a \$6 fee per 15 minutes late. Participants receiving 3 late pick-up fees, will be removed from the specific program.

## Class Attendance

Attendance in class is limited to registered participants. No registrations are accepted in class. Fees are not prorated and no make-up classes are offered for missed classes.

## Class Cancellation

Classes not meeting minimum registration levels will be cancelled. Participants will be notified approximately 3 business days before class begins and issued a full refund, or be eligible to transfer to another class if space is available. Participants transferring will be responsible for any additional fees.

## Proof of Mountain View Residency

Acceptable forms of proof include: Valid/Current California Driver's License or Identification, a Current Utility Bill, Bank Statement, or Rental Agreement on Property Management letterhead. Temporary California identifications, DMV Change of Address cards, Post Office boxes, personal checks, letters, or flyers are not acceptable. The proof of residence must match the name and address on the registration form.

## Multiple Registrations

In order to be equitable to everyone, multiple family registration forms will not be accepted during walk-in registration. Registration forms belonging to other families will be processed in the same manner as drop-off registrations.

## Waitlist

Your name will be placed on a waitlist if your first or alternate class choices are full.

## FAP Recipients

- FAP recipients who do not attend the first day of a class for which they are registered will be automatically withdrawn and have twice the value of the registration fee subtracted from their allocation.
- FAP recipients will be charged a \$6 processing fee per class for transfers and withdrawals.
- All fees must be paid prior to registration for future classes.

*Refer to the Recreation Activity Guide, page 2, for additional FAP information.*